



Community Development Department – Code Compliance February 2012 Monthly Report



Centennial's Vision:

The City of Centennial is dedicated to providing a high quality of life, delivering superior customer service, and achieving the highest professional standards. We strive to uphold our mission by adhering to our organizational values.



Code Compliance Mission:

The Code Compliance Division promotes a desirable living and working environment through the enforcement of codes to protect property values and quality of life. In a proactive manner, the Code Compliance Division seeks to partner with residents, neighborhood organizations, businesses, public agencies and other City departments to enhance the understanding of local regulations and, in doing so, foster civic pride.



Code Compliance Strategic Goals (OVOV Centennial 2030 Alignment)

Enforce Regulations - Code Compliance will seek to resolve violations through voluntary compliance. In the absence of cooperation, Code Compliance will pursue other remedies to achieve compliance. (EH 7)

Education - Code Compliance will seek to explain the purpose of regulations to foster community support and help identify solutions in an effort to assist individuals with voluntary compliance. (CQL 6.1; CQL 6.4)

Enhance Regulations - Code Compliance will seek to proactively identify regulatory enhancements to address local issues and to recommend tailored solutions that fit the expectations of the community. (CS 5.3; CQL 4)

Efficient and Effective Service - Code Compliance will maintain an accountable, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements and improving business processes. (CS 3, 3.2; EH 1, 1.2, 3.2; Env. 2)

Customer Service - Code Compliance will interact with all customers in a respectful, responsive, accountable and trustworthy manner to achieve customer satisfaction. (CS 3, 3.6; CQL 6.5)

Marcus Kellum, Code Compliance Manager - 303.325.8041



Survey Says...

The 2010 Centennial Citizen Survey provided residents the opportunity to rate the quality of life in the City, as well as the service delivery and overall workings of local government. The survey also permitted residents to provide feedback to the City on what is working well and what is not.

In the Citizen Survey, when asked which method of enforcing City codes best reflected their opinion, the majority of respondents (58%) felt that the City should enforce codes through a combined approach of actively seeking to identify violations and responding to complaints.

Citizen's rating of code enforcement in the City

Excellent: 8%
Good: 38%
Fair: 33%
Poor: 22%

Citizen's rating of the overall appearance of Centennial:

Excellent: 11%
Good: 64%
Fair: 22%
Poor: 2%

Budget:

2012: \$395,000
2011: \$477,653
2010: \$450,449

FTE: 4.00

Performance Outcome Measures

Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are usually associated with a goal for each measure.

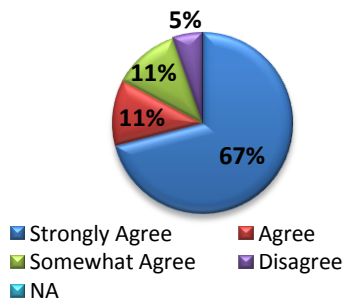
January 2012 survey email addresses were provided by the previous code compliance service provider. CH2M Hill's (the new provider) survey email addresses will begin to be reflected in February 2012.

Code Compliance initiated customer service surveys in August 2010. For comparison purposes, the charts below include aggregate survey data from October through December 2010.

Code Compliance received no survey responses for June or August 2011.

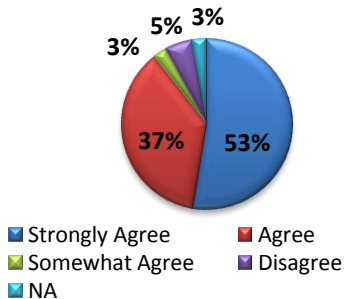
2010 Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 24 Response Rate: 27%



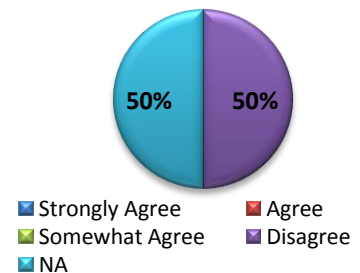
2011 YTD Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 38 Response Rate: 26%



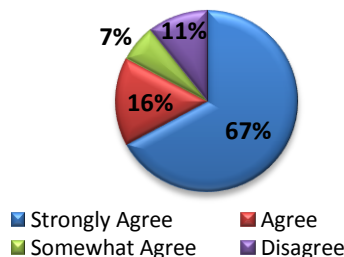
2012 YTD Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 2 Response Rate: 10%



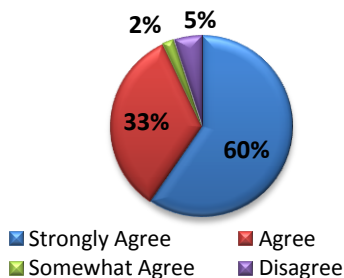
2010 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 24 Response Rate: 27%



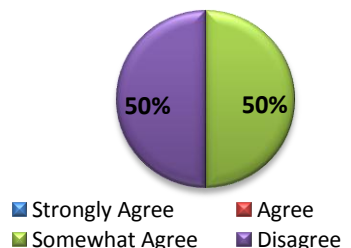
2011 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 38 Response Rate: 26%



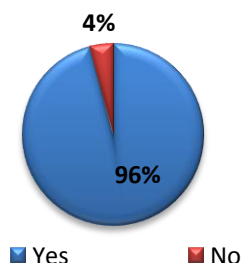
2012 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 2 Response Rate: 10%



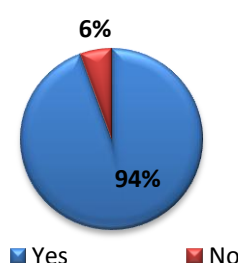
2010 Customer Survey Results: Did Centennial's Staff Provide Treat You With Respect?

Received: 24 Response Rate: 27%



2011 Customer Survey Results: Did Centennial's Staff Provide Treat You With Respect?

Received: 36 Response Rate: 24%



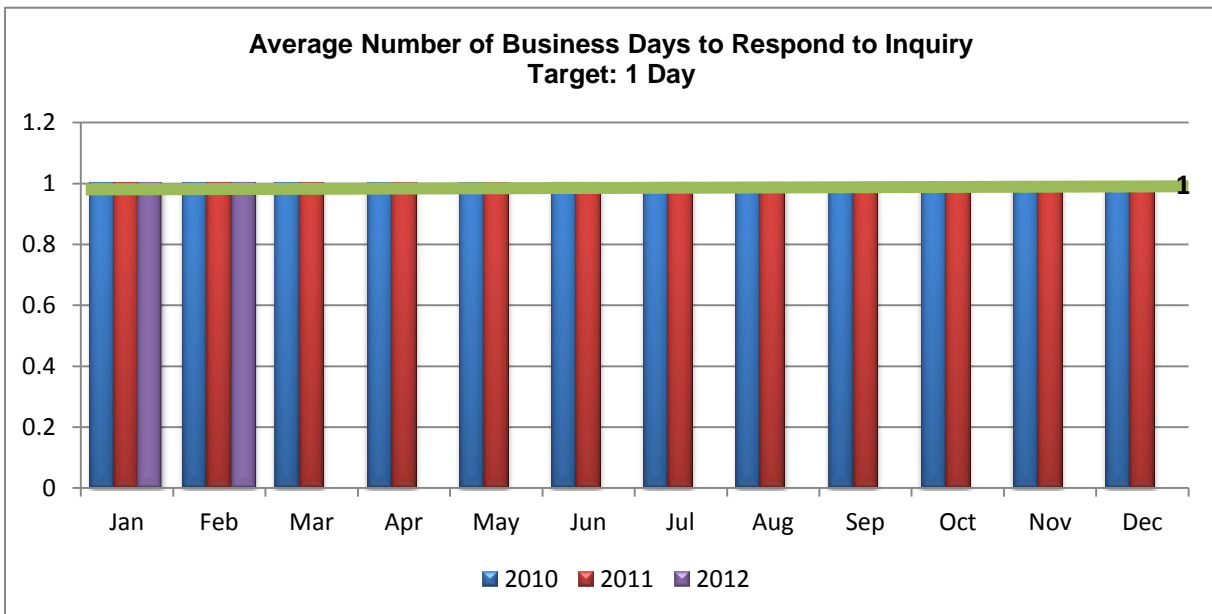
2012 Customer Survey Results: Did Centennial's Staff Provide Treat You With Respect?

Received: 2 Response Rate: 10%



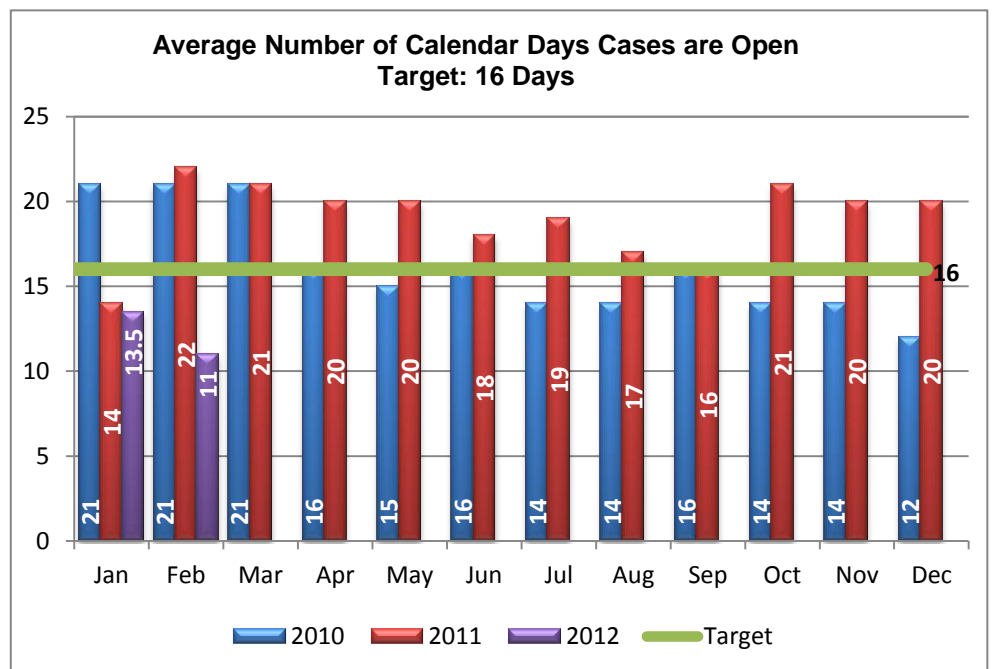
Service Level Measures

Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.



Notes: In February 2012, the Code Compliance Division responded to 234 inquiries. Each inquiry was responded to in an average of one business day.

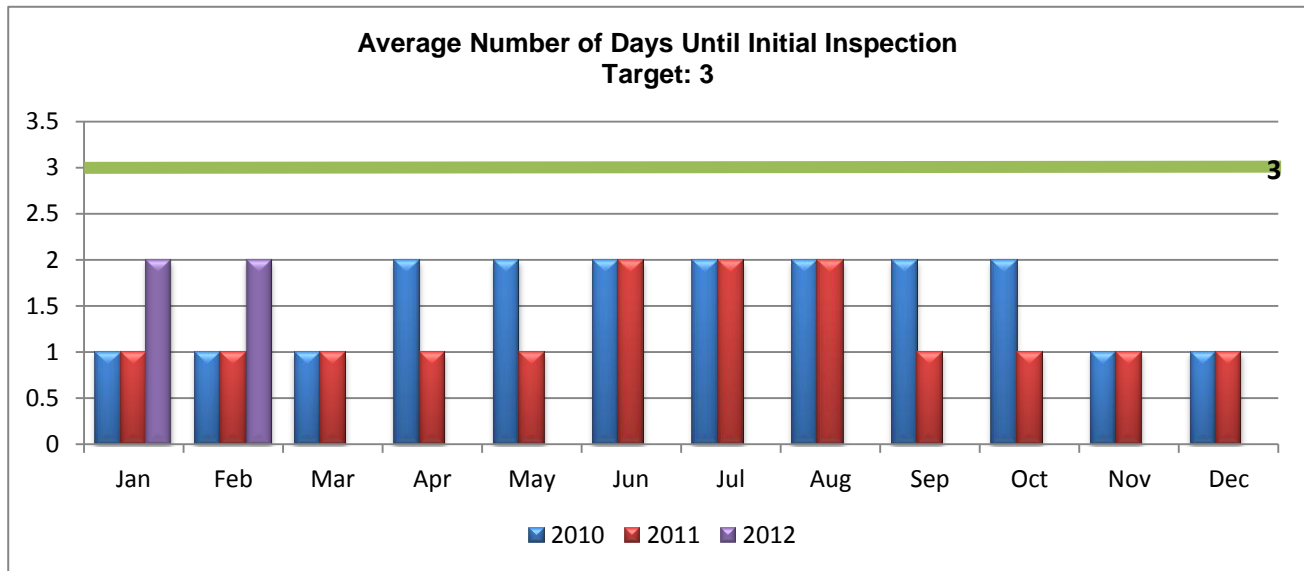
| Month | 2010 | 2011 | 2012 |
|-----------|------|------|------|
| January | 21 | 14 | 13.5 |
| February | 21 | 22 | 11 |
| March | 21 | 21 | - |
| April | 16 | 20 | - |
| May | 15 | 20 | - |
| June | 16 | 18 | - |
| July | 14 | 19 | - |
| August | 14 | 17 | - |
| September | 16 | 16 | - |
| October | 14 | 21 | - |
| November | 14 | 20 | - |
| December | 12 | 20 | - |



Notes: In February 2012, the average number of calendar days cases were open was 12.25 days compared to an average of 19 days during 2011.

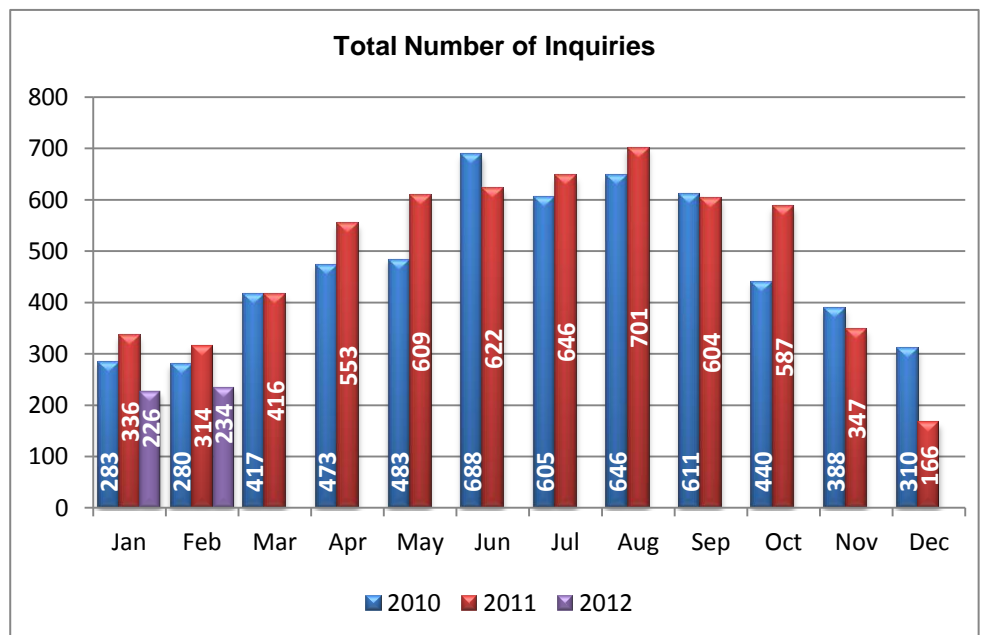
Output Measures

Performance Output Measures indicate the amount of service provided.

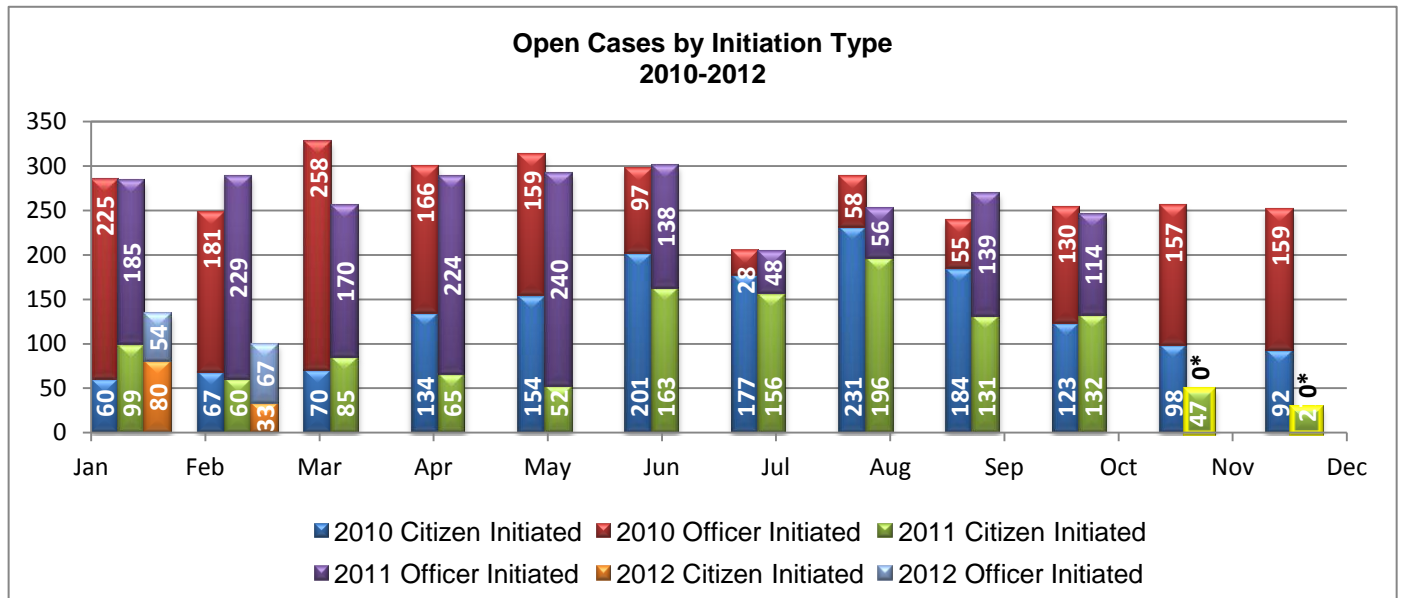


Notes: An initial inspection occurs in response to all incoming citizen concerns. Initial inspections involve an officer going out and visually inspecting a property from the street and looking for potential violations, unless staff is able to otherwise determine the validity of the concern.

| | 2010 | 2011 | 2012 |
|-----------|------|------|------|
| January | 283 | 336 | 226 |
| February | 280 | 314 | 234 |
| March | 417 | 416 | - |
| April | 473 | 553 | - |
| May | 483 | 609 | - |
| June | 688 | 622 | - |
| July | 605 | 646 | - |
| August | 646 | 701 | - |
| September | 611 | 604 | - |
| October | 440 | 587 | - |
| November | 388 | 347 | - |
| December | 310 | 166 | - |



Notes: In 2012, the number of inquiries is defined as all inquiries from the call center as well as all phone call correspondence directed to Code Compliance staff.



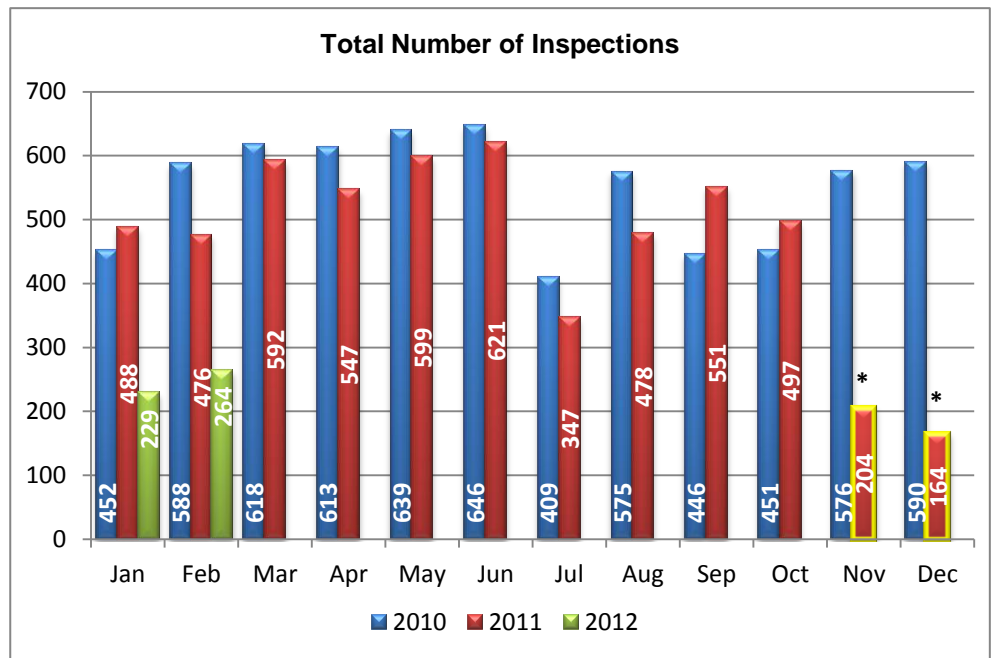
*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there were a reduced number of cases in November and December 2011.

| 2010 Open Cases by Initiation Type | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Citizen Initiated | 60 | 67 | 70 | 134 | 154 | 201 | 177 | 231 | 184 | 123 | 98 | 92 |
| Officer Initiated | 225 | 181 | 258 | 166 | 159 | 97 | 28 | 58 | 55 | 130 | 157 | 159 |
| Total | 285 | 248 | 328 | 300 | 313 | 298 | 205 | 289 | 239 | 253 | 255 | 251 |

| 2011 Open Cases by Initiation Type | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|
| Citizen Initiated | 99 | 60 | 85 | 65 | 52 | 163 | 156 | 196 | 131 | 132 | 47 | 27 |
| Officer Initiated | 185 | 229 | 170 | 224 | 240 | 138 | 48 | 56 | 139 | 114 | 0 | 0 |
| Total | 284 | 289 | 255 | 289 | 292 | 301 | 204 | 252 | 270 | 246 | 47 | 27 |

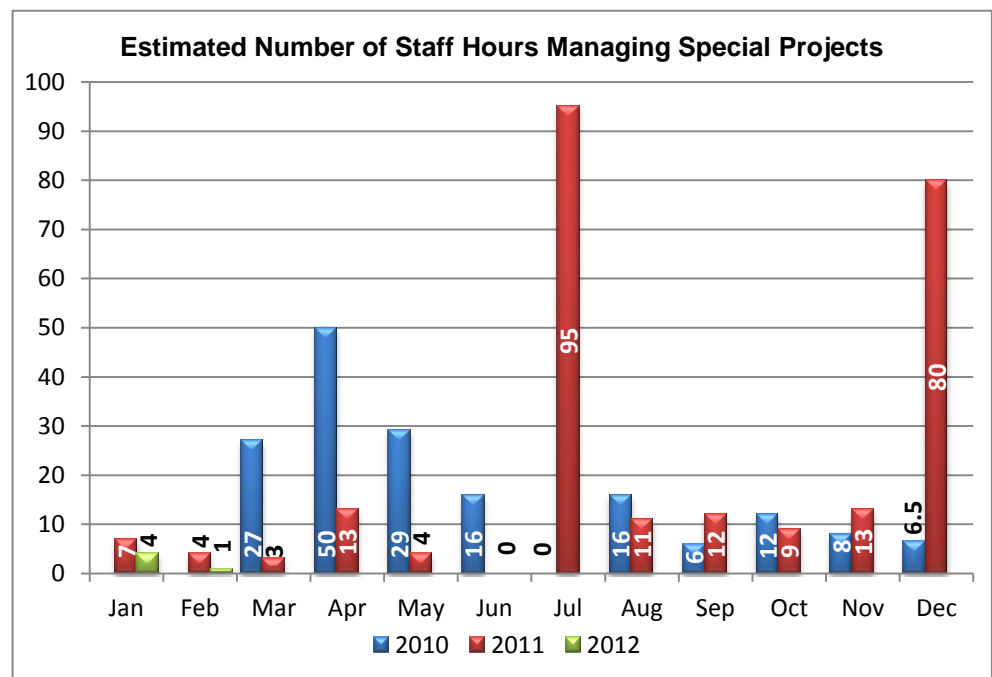
| 2012 Open Cases by Initiation Type | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------------------|------------|------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Citizen Initiated | 80 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Officer Initiated | 54 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 134 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|------------|
| January | 452 | 488 | 229 |
| February | 588 | 476 | 264 |
| March | 618 | 592 | - |
| April | 613 | 547 | - |
| May | 639 | 599 | - |
| June | 646 | 621 | - |
| July | 409 | 347 | - |
| August | 575 | 478 | - |
| September | 446 | 551 | - |
| October | 451 | 497 | - |
| November | 576 | 204 | - |
| December | 590 | 164 | - |
| Total | 6,603 | 5,564 | 493 |

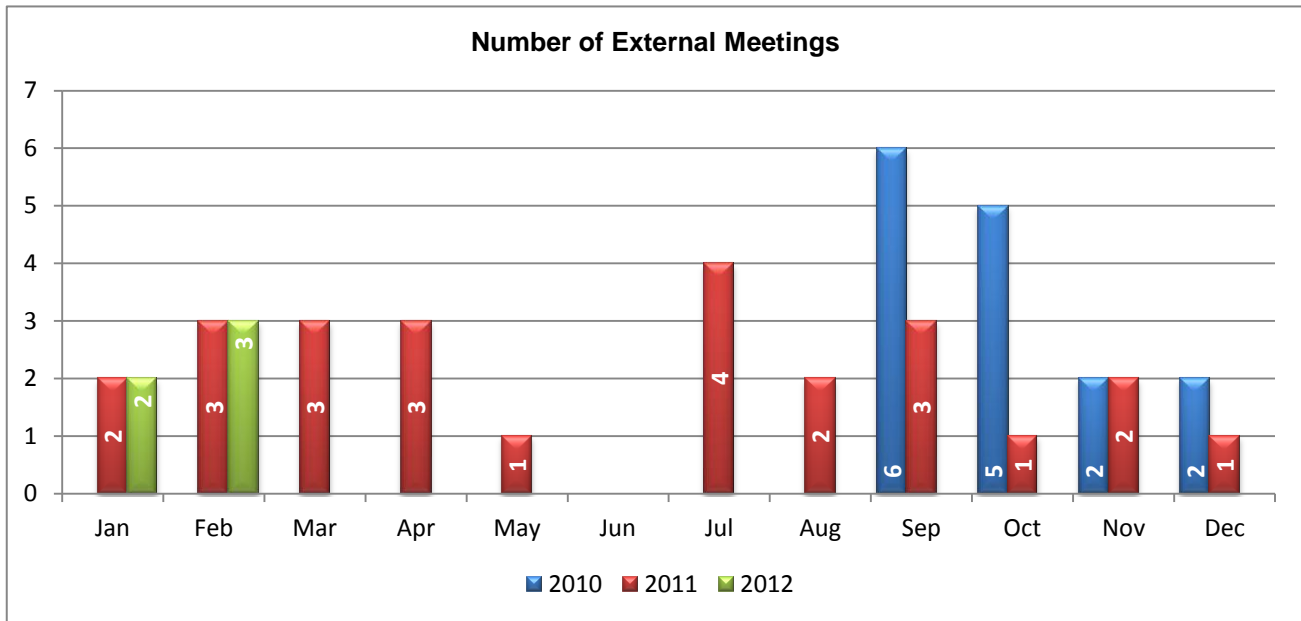


*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there were a reduced number of inspections in November and December 2011.

| | 2010 | 2011 | 2012 |
|--------------|--------------|------------|----------|
| January | 0 | 7 | 4 |
| February | 0 | 4 | 1 |
| March | 27 | 3 | - |
| April | 50 | 13 | - |
| May | 29 | 4 | - |
| June | 16 | 0 | - |
| July | 0 | 95 | - |
| August | 16 | 11 | - |
| September | 6 | 12 | - |
| October | 12 | 9 | - |
| November | 8 | 13 | - |
| December | 6.5 | 80 | - |
| Total | 170.5 | 251 | 5 |

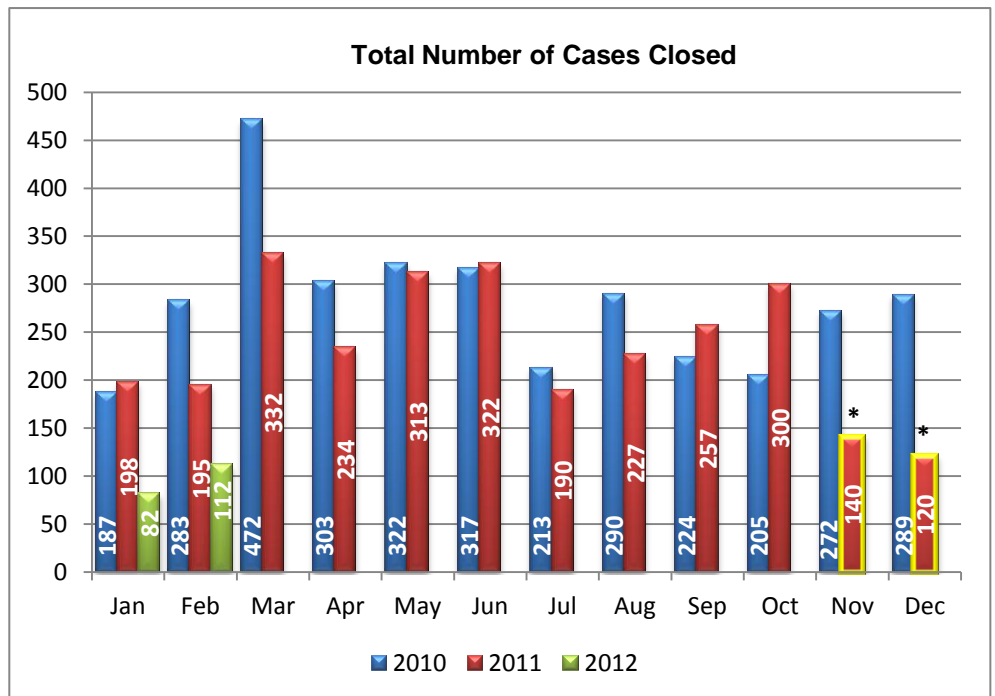


Notes: Code Compliance staff is currently working with Public Works and drafting language for educational literature.



Notes: The February 2012 external meetings were with SEMSWA and Centennial Animal Services.

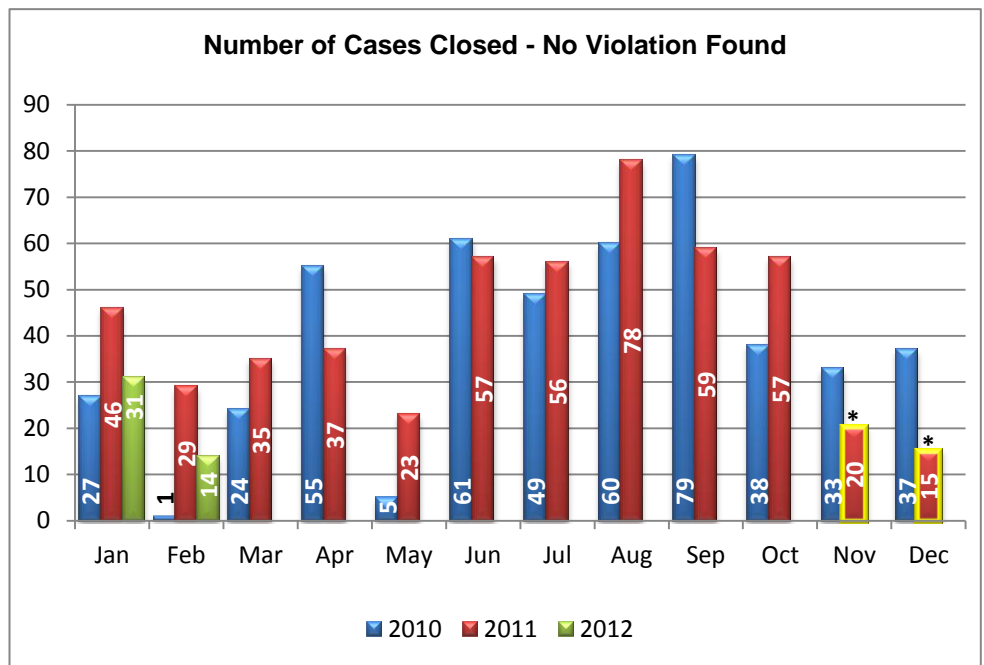
| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|------------|
| January | 187 | 198 | 82 |
| February | 283 | 195 | 112 |
| March | 472 | 332 | - |
| April | 303 | 234 | - |
| May | 322 | 313 | - |
| June | 317 | 322 | - |
| July | 213 | 190 | - |
| August | 290 | 227 | - |
| September | 224 | 257 | - |
| October | 205 | 300 | - |
| November | 272 | 140 | - |
| December | 289 | 120 | - |
| Total | 3,377 | 2,828 | 194 |



Notes: If a code violation is found by an officer, the owner is typically given time to bring the property into compliance. The officer will re-inspect the property and if the property is found to be in compliance the officer will close the case.

*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduced number of cases closed in November and December 2011.

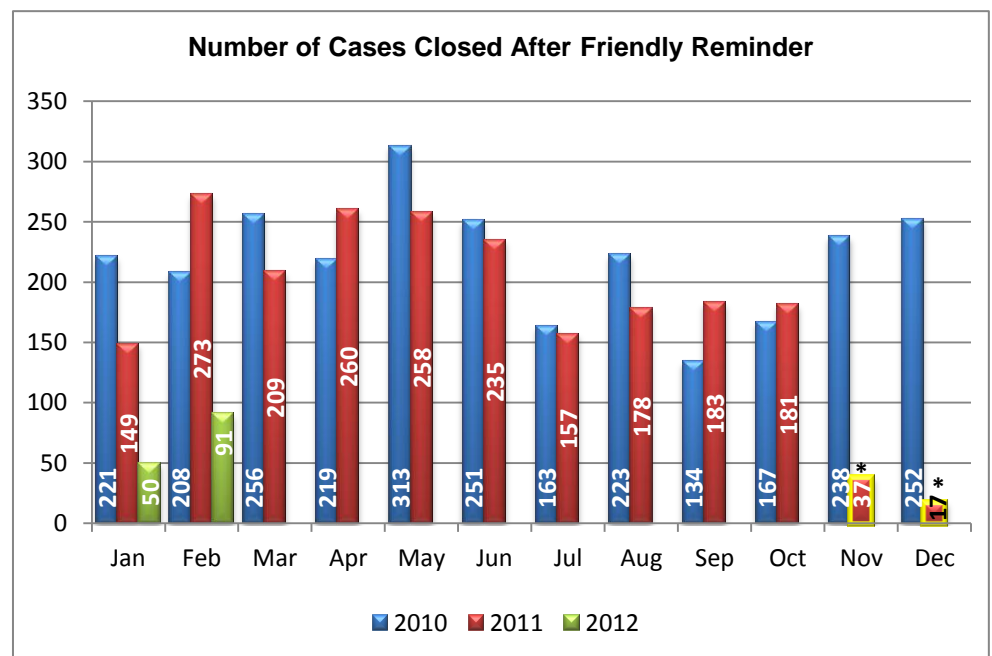
| | 2010 | 2011 | 2012 |
|--------------|------------|------------|-----------|
| January | 27 | 46 | 31 |
| February | 1 | 29 | 14 |
| March | 24 | 35 | - |
| April | 55 | 37 | - |
| May | 5 | 23 | - |
| June | 61 | 57 | - |
| July | 49 | 56 | - |
| August | 60 | 78 | - |
| September | 79 | 59 | - |
| October | 38 | 57 | - |
| November | 33 | 20 | - |
| December | 37 | 15 | - |
| Total | 469 | 512 | 45 |



Notes: No violation cases occur when a complaint is filed, an inspection is subsequently performed, and no violation of the Code is found.

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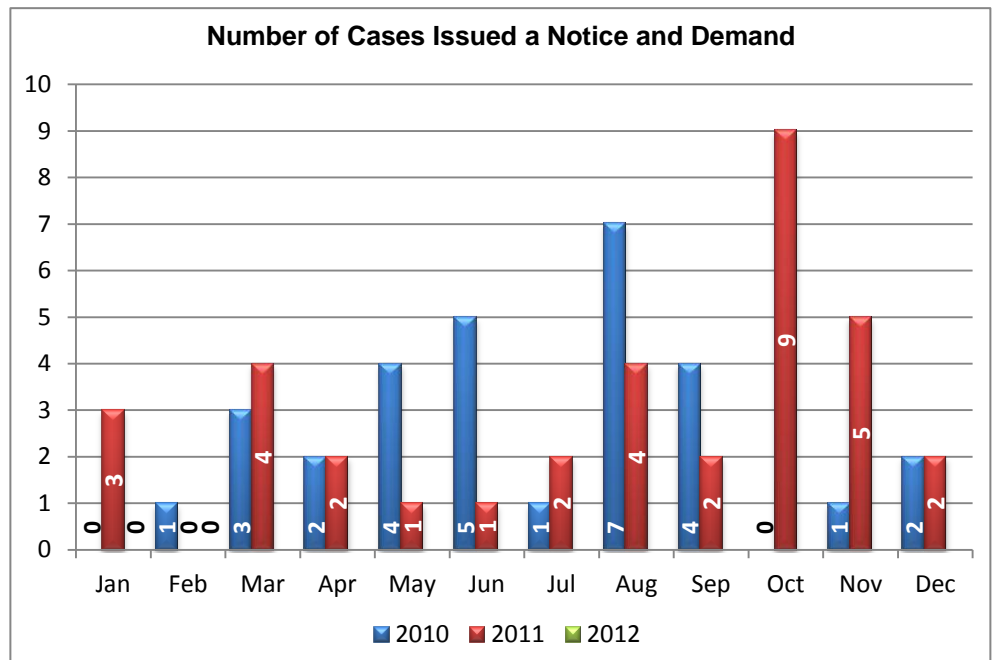
| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|------------|
| January | 221 | 149 | 50 |
| February | 208 | 273 | 91 |
| March | 256 | 209 | - |
| April | 219 | 260 | - |
| May | 313 | 258 | - |
| June | 251 | 235 | - |
| July | 163 | 157 | - |
| August | 223 | 178 | - |
| September | 134 | 183 | - |
| October | 167 | 181 | - |
| November | 238 | 37 | - |
| December | 252 | 17 | - |
| Total | 2,645 | 2,137 | 141 |



Notes: If a Compliance Officer finds a code violation they will usually initiate a friendly reminder. A friendly reminder includes a letter to the property owner/occupant and contact by a Code Compliance Officer.

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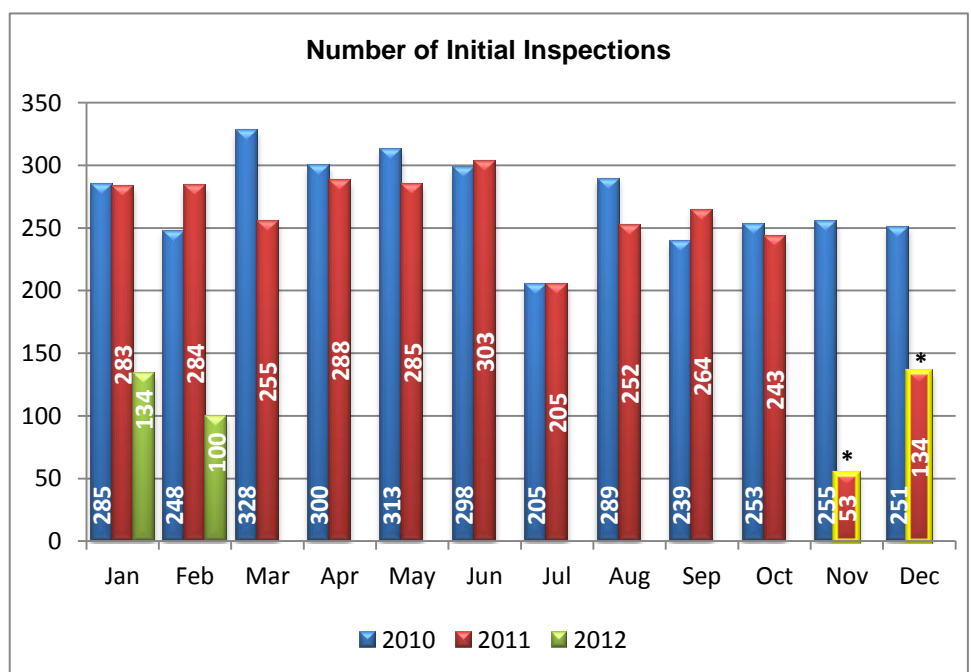
| | 2010 | 2011 | 2012 |
|--------------|-----------|-----------|----------|
| January | 0 | 3 | 0 |
| February | 1 | 0 | 0 |
| March | 3 | 4 | - |
| April | 2 | 2 | - |
| May | 4 | 1 | - |
| June | 5 | 1 | - |
| July | 1 | 2 | - |
| August | 7 | 4 | - |
| September | 4 | 2 | - |
| October | 0 | 9 | - |
| November | 1 | 5 | - |
| December | 2 | 2 | - |
| Total | 30 | 35 | 0 |



Notes: If a property has a code violation for more than seven days after a friendly reminder, the officer may send out a Notice and Demand to the owner. If after an additional inspection the property is still not in compliance, the officer will issue a summons for the property owner/occupant to appear in court.

For failure to correct the violation(s), a resident or business may be subject to fines of up to \$1,000 per day per violation.

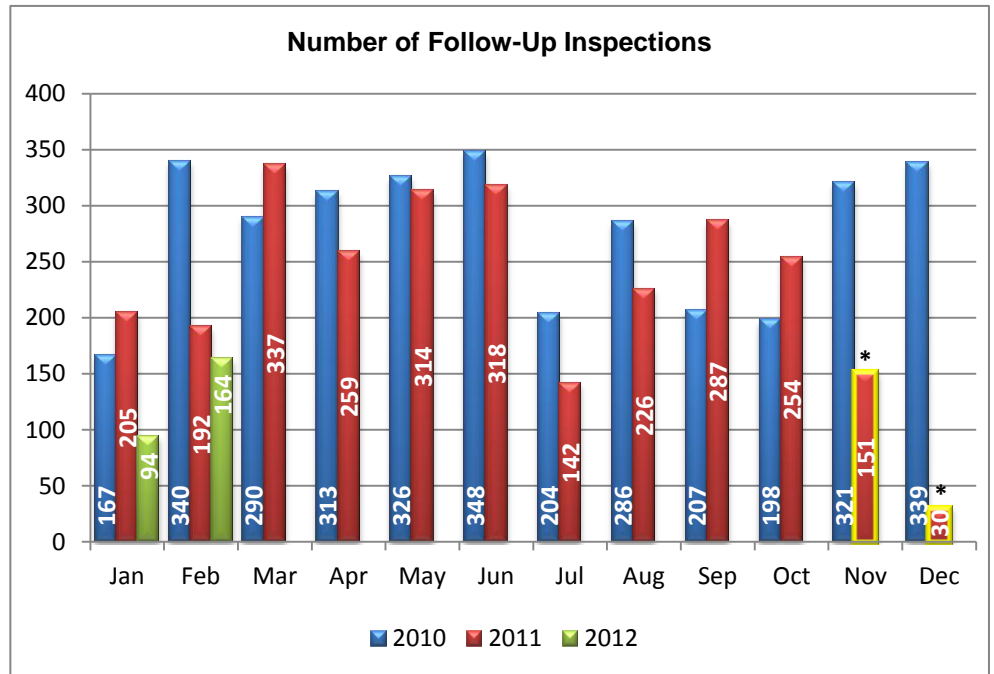
| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|------------|
| January | 285 | 283 | 134 |
| February | 248 | 284 | 100 |
| March | 328 | 255 | - |
| April | 300 | 288 | - |
| May | 313 | 285 | - |
| June | 298 | 303 | - |
| July | 205 | 205 | - |
| August | 289 | 252 | - |
| September | 239 | 264 | - |
| October | 253 | 243 | - |
| November | 255 | 53 | - |
| December | 251 | 134 | - |
| Total | 3,264 | 2,849 | 234 |



Notes: An initial inspection occurs in response to all incoming citizen concerns. Initial inspections involve an officer going out and visually inspecting a property from the street and looking for potential violations, unless staff is able to otherwise determine the validity of the concern.

*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduced number of inspections in November and December 2011.

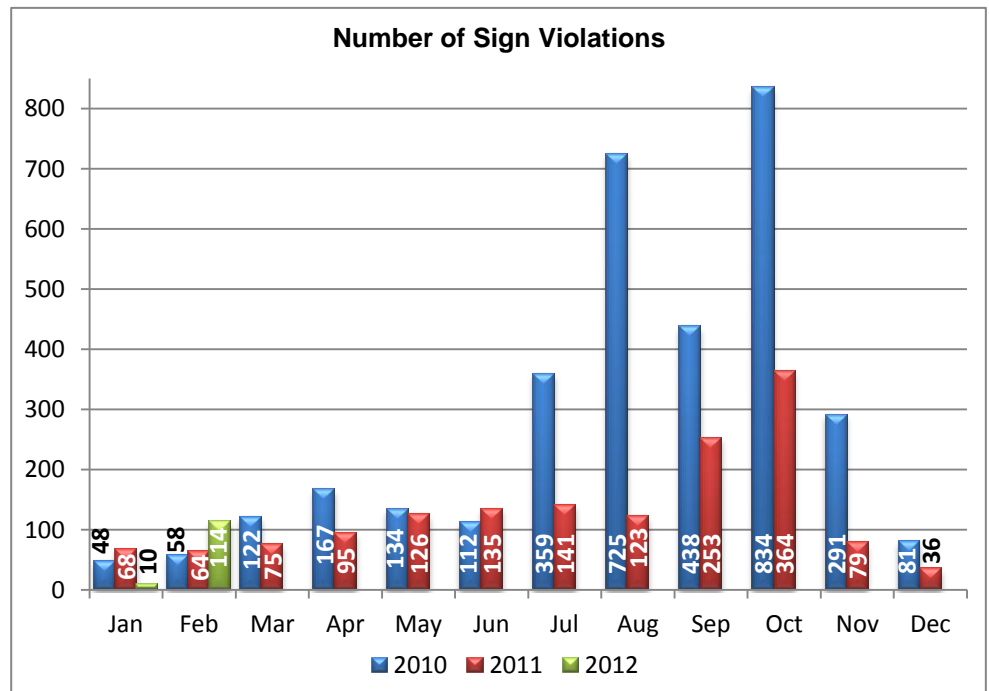
| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|------------|
| January | 167 | 205 | 94 |
| February | 340 | 192 | 164 |
| March | 290 | 337 | - |
| April | 313 | 259 | - |
| May | 326 | 314 | - |
| June | 348 | 318 | - |
| July | 204 | 142 | - |
| August | 286 | 226 | - |
| September | 207 | 287 | - |
| October | 198 | 254 | - |
| November | 321 | 151 | - |
| December | 339 | 30 | - |
| Total | 3,339 | 2,715 | 258 |



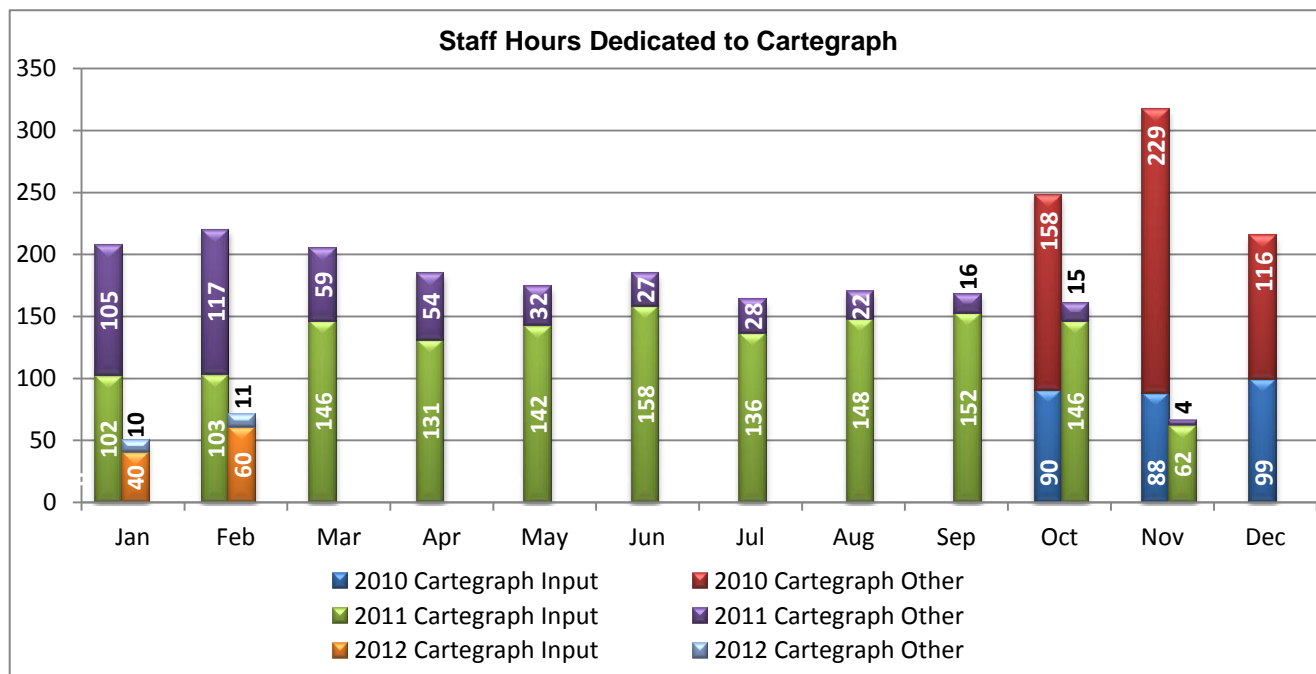
Notes: Follow-up inspections are usually necessary to ensure a violation has come into compliance with Code. Year to date, the number of 2012 follow-up inspections (258) by code compliance officers decreased 35.0% compared to 2011 follow-up inspections (397).

*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduced number of follow-up inspections in November and December 2011.

| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|------------|
| January | 48 | 68 | 10 |
| February | 58 | 64 | 114 |
| March | 122 | 75 | - |
| April | 167 | 95 | - |
| May | 134 | 126 | - |
| June | 112 | 135 | - |
| July | 359 | 141 | - |
| August | 725 | 123 | - |
| September | 438 | 253 | - |
| October | 834 | 364 | - |
| November | 291 | 79 | - |
| December | 81 | 36 | - |
| Total | 3,369 | 1,559 | 124 |



Notes: Political elections increase the number of right-of-way sign violations. Due to the new Code Compliance contract requiring increased hours spent on sign violations, it is expected that the number of violations will increase.



Notes: Total number of staff hours dedicated to Cartegraph is an average that includes Cartegraph training and case entry.

| 2010 Cartegraph Staff Hours | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------|------------|------------|
| Input | - | - | - | - | - | - | - | - | - | 90 | 88 | 99 |
| Other | - | - | - | - | - | - | - | - | - | 158 | 229 | 116 |
| Total | - | - | - | - | - | - | - | - | - | 248 | 317 | 215 |

| 2011 Cartegraph Staff Hours | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-----------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|----------|
| Input | 102 | 103 | 146 | 131 | 142 | 158 | 136 | 148 | 152 | 146 | 62 | 0 |
| Other | 105 | 117 | 59 | 54 | 32 | 27 | 28 | 22 | 16 | 15 | 4 | 0 |
| Total | 207 | 220 | 205 | 185 | 174 | 185 | 164 | 170 | 168 | 161 | 66 | 0 |

| 2012 Cartegraph Staff Hours | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-----------------------------|-----------|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Input | 40 | 60 | - | - | - | - | - | - | - | - | - | - |
| Other | 10 | 11 | - | - | - | - | - | - | - | - | - | - |
| Total | 50 | 71 | - | - | - | - | - | - | - | - | - | - |